

HARTS

Haringey Tenancy Support for Families



EPIC Trust and Family Action working in partnership

Tel: 0845 303 2350

Email: harts@circleanglia.org

Part of Circle Anglia

Welcome to Issue 11 of the HARTS newsletter - Autumn 09

In this issue we will be focussing on how we can all work towards protecting children. We will also be providing useful information, and letting you know how you can become involved in influencing how the HARTS service is run. After feedback from recent satisfaction surveys, we are also announcing 3 'commitments' to our service users. **Sean Boland** - Service Manager

Working together to protect children



Across the country, there has rarely been a time where so much attention is paid to the way in which services work to protect children from harm. Having been at the forefront of this focus, Haringey has recently seen new measures introduced to support partnership working and improve the safeguarding of children.

Haringey's Local Safeguarding Children Board (LSCB) has recently been promoting the work that is being done to make sure families and children get the support they need. HARTS is committed to working in partnership to safeguard children and to raise general awareness of signs of abuse.

All of our workers receive training and guidance on how to recognise and report suspected abuse, and we would like to ensure that as many HARTS service users as possible are able to recognise and respond to concerns as well. The following are all types of abuse.

Physical Abuse - includes hitting, shaking, kicking, punching, scalding, suffocating and other ways of inflicting pain or injury to a child.

Emotional abuse - is when a parent or carer behaves in a way that is likely to seriously affect a child's emotional development. It can range from constant rejection and denial of affection, through to continual severe criticism and deliberate humiliation

Sexual Abuse - is when a child or young person is pressurised, forced or tricked into taking part in any kind of sexual activity with an adult or young person.

Neglect - is the persistent lack of appropriate care of children, including love, stimulation, safety, nourishment, warmth, education and medical attention.

If you believe a child may be experiencing abuse, trust your judgement and report it.

For more information call;

Haringey Council
020 8489 4582 / 4592 / 5652 / 5762
(020 8348 3148 - out of office hours)

NSPCC National Helpline
0808 800 5000

So
much
more

Getting Involved

HARTS Service User Forum



There have been two forums since our last newsletter.

May 2009 – A guest speaker from Haringey's Anti Social Behaviour Team came to talk about the Family Support Project. This project provides parenting support and positive parenting classes and is supported by HARTS.

October 2009 – The focus of the day was consultation, with service users discussing a wide range of topics such as training opportunities, the HARTS service improvement plan, recruitment, and mystery shopping. The forum was very productive and well attended. (see photo above)

The next forum will be held in January 2010. For details speak to your Support Coordinator or call HARTS on **0845 303 2350**. Childcare and interpreting can be provided for the day (reasonable notice required).

Volunteering

We are delighted to announce that two of our volunteers have recently been successful in obtaining paid employment within EPIC Trust. Congratulations go to Melissa and Antonella!

If you would like learn more about volunteering opportunities within EPIC trust please contact Neil Willington, on 0207 447 3190 or NeilWillington@als.org.uk

Recruitment

We work very hard to make sure we get the right staff and we would like you to help us! We are looking for more HARTS service users to take part in our recruitment and selection process. You will receive training and guidance and be able to take part in interviewing for staff at all levels.

HARTS service user Sandra Lewis recently received training and was able to take part in the interviews for a new Team Manager post in the service. Sandra said about her experience;

'I went into the training session feeling quite nervous and I wasn't sure whether I was confident enough. The interview day went really well though and I found I had the confidence to speak up. It felt really good, and I felt part of a team'

To find out more please speak to your Support Coordinator or Sue Wardell on 0207 288 4146 email: Sue.Wardell@circleanglia.org

Other opportunities

There are many ways to get involved in the monitoring and running of HARTS and other EPIC Trust services. These include

- Carrying out 'Mystery Shopping'
- Attending the HARTS Forum
- Joining the EPIC Trust Service Improvement Group

To find out more please contact:
Sue Wardell - 0207 288 4146
Or email on: Sue.Wardell@circleanglia.org

Contributing to the HARTS newsletter.

If you are a HARTS service user and would like to get involved in the newsletter, or are a service provider wishing to share useful information please call us on 0845 303 2350.

Local MP drops into HARTS

Government Minister and local MP David Lammy recently dropped into the HARTS office to speak to staff and service users. It was a great chance for us to highlight the work we do, and for service users to talk about their experiences.



HARTS in the community

As well as offering 1:1 support, HARTS also provides daily advice surgeries in the local community. Surgery workers offer practical advice and assistance to people who are having difficulties but don't already have a HARTS worker. We currently have advice surgeries in the following locations;

- Apex House – Seven Sisters Road, N15
- Park Lane Children's Centre, N17
- Noel Park Children's Centre, N22
- Broadwater Farm Community Centre, N17
- Campsbourne Children's Centre, N8
- The Ladder Children's Centre, N4
- Stroud Green Children's Centre, N4
- The Triangle Children's Centre, N15
- Stonecroft Children's Centre, N8
- Hearthstone Domestic Violence Advice Centre, N22

For more information please call HARTS on **0845 303 2350**.

What can HARTS do for families?

We offer support to families around a wide range of issues, however one thing that came up through recent feedback, was a need to make clearer what we can offer families. The main aim of the HARTS service is to help service users make informed choices that will improve their situation, and help them be more confident in dealing with issues themselves.

To help explain how we work, there are a few examples included below of the types of ways we support families:

- We talk to people about their housing situation and advise them what steps they can take to improve it. We don't however provide housing ourselves, nor do we have the ability to 'get' people houses.
- We help people to identify how they can improve their financial situation, and where appropriate support them to do so. We do not however give money to service users.
- We encourage people to take responsibility if they want to change their situation. We offer advice to service users but do not tell them what to do.
- We provide practical support to people who are genuinely unable to do something on their own. If we can't provide the support ourselves, we will always try and find someone that can.
- We give moral and emotional support to help families get through difficult times, but we don't act as service user's friends.
- We encourage people to be as independent as possible and learn new ways of dealing with the challenges they face.
- We encourage people to speak up and have their voice heard, but will speak up on their behalf if they need us to.

Feedback

What you have told us, and what we will do.

In our last newsletter we said we would be looking at all the comments/suggestions our service users have made during satisfaction surveys to help improve our service. We got some really positive feedback telling us lots of things we do well, however we have identified 3 areas we would like to improve even more and have made the 3 following commitments:

1. Feedback – ‘I want more contact with my Support Worker’

Our commitment – We try to see our service users as often as they would like but this is not always possible. We will however always make sure that after each meeting, service users and HARTS workers agree by which date they will meet again. This way everyone is clear on what to expect and no meeting should be ended by a worker with just ‘I will be in touch’.

2. Feedback – ‘I want more practical help’

Our Commitment - Practical help is one part of the support we can provide to families, along with advice, and emotional and moral support. Our first aim however is always to empower service users to be able to deal with problems themselves. We will do this by providing information to enable service users to make informed choices, and where appropriate, support to those who need it most.

3. Feedback – ‘Too many changes in Support Worker’

Our Commitment – we try to keep changes in support worker to an absolute minimum, but sometimes changes are unavoidable, for example staff leaving or changing jobs. To help provide a smooth transition where a change is necessary, a manager will always make personal contact with the Service User to explain the situation and provide a point of contact and support during the transition.

If you would like to give feedback about the HARTS service online, you can do so via the Circle Anglia website at:
www.circleanglia.org/epic-trust/contact-us/complaints-compliments

Thank You

Thank you to all the HARTS service users that take time out to write in to us. Here are a few extracts of letters recently received;

“A very big thank-you from me and my children to HARTS for Families”

“If it was not for HARTS, I would have hit rock bottom by now”

*‘Life is a challenge, meet it
Life is a gift, accept it
Life is a sorrow, overcome it
Life is a tragedy, face it
Life is a duty, perform it
Life is a game, play it
Life is a mystery, unfold it
Life is a song, sing it
Life is an opportunity, take it
Life is a journey, complete it
Life is a promise, fulfil it
Life is a love, enjoy it
Life is a beauty, praise it
Life is a spirit, realize it
Life is a struggle, fight it
Life is a puzzle, solve it
Life is a goal, achieve it’*

Complaints

Our customer’s opinions matter to us and by telling us when things have gone wrong you are giving us the chance to put things right. ‘Putting Things Right – A Guide to Making a Complaint’ describes what you can do if you are unhappy with the service you have received. For a copy call **0845 303 2350**.

Family Matters

Go green and save money..

We've been thinking about how we can help the planet and save money at the same time. Here are some of our top tips;

- Switch TV's and DVD's off at night rather than leaving on 'standby'
- Turn off lights if they don't need to be on, and use energy saving light bulbs
- Share a car journey instead of using 2 cars, or better still, walk or catch a bus.
- Turn your central heating down a notch, you'll still be warm but could save a surprising amount.
- Instead of 'buying new', try a car boot sale or charity shop and pick up a bargain

National Parents Week



In recognition of Parents Week 2009, hundreds of events were run across Britain in October to celebrate and raise awareness of family and parenting services. HARTS celebrated by holding an information morning at the Marcus Garvey Library in Tottenham.

There are lots of resources available to support parents, and you might want to have a look at these informative websites.

www.direct.gov.uk/Parents
www.bbc.co.uk/parenting
www.parentlineplus.org.uk (0808 800 2222)
www.haringey.gov.uk/family_support

Risk Assessments – what are they and why do we need them?

When we work with families, we need to do it in a way that keeps everyone safe, this includes service users, their families and staff. So everyone is clear about how we work in a way that keeps people safe, we always carry out a 'Risk Assessment' with families. There are 4 stages to carrying out a risk assessment;

- What thing/s could happen to affect someone's safety or well being?
- What is the likelihood of it happening?
- How serious could the consequences be?
- What can be done to minimise the risk of it happening?

We always aim to get service users fully involved in assessing and managing risks that relate to them. We use the process not only to avoid potential harm, but to look for ways of encouraging people to take some reasonable risks to try and improve their quality of life.

Breast Cancer Awareness

Breast cancer is the most common cancer in the UK with almost 46,000 cases diagnosed each year. October was Breast Cancer Awareness Month, and with improved detection and treatment more people than ever are surviving the disease.

The breast awareness 5-point code

1. Know what is normal for you
2. Know what changes to look and feel for
3. Look and feel
4. Report changes to your GP without delay
5. Attend a routine breast screening if you aged 50 or over

If you are concerned or would like more information, call Breast Cancer Care on **0808 800 6000**, or visit www.breastcancercare.org.uk

Celebrating Diversity

Different Individuals Valuing Each other Regardless of Skin Intellect Talent Years

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Haringey is one of the most diverse boroughs in the country. As a service for the whole community, HARTS values and celebrates this diversity. This page is committed to help raise awareness of people's differences, and to promote understanding and respect for all sections of the community.

Disability Rights

The Disability Discrimination Act gives disabled people important rights not to be discriminated against, and it is against the law for service providers to treat people less favourably because of their disability. The act covers rights in areas such as access to goods and services, employment, health, education, and transport.

To enable disabled people to access services, providers must make 'reasonable adjustments' to the way they deliver their service. Reasonable adjustments could include things such as providing ramps for building access, providing disability awareness training for staff or making signs larger and easier to read.

If you would like to know more, or you feel that you are being discriminated against because of a disability, you can contact the Equality and Human Rights Commission on **0845 604 6610** or visit - www.equalityhumanrights.com/your-rights/disability

Did you know that HARTS staff can speak over 20 community languages? If you want to know anything more about us in your own language, please contact us on **0845 303 2350**.

Jesli chcesz wiecej informacji w jezyku Polskim zadzwon pod podany numer (*Polish*)

Eger kendi ana dilinizde daha fazla bilgi almak istiyorsanız lütfen yukarıdaki numaradan bizimle kontak kurun (*Turkish*)

Hadaat doonaysid inad fahfahin ziyadha dhankeena waxkaogaatid o luqadaadha ah, fadlan nagalaso xirir telephon nambarka korkuyal (*Somali*)

Si vous souhaitez obtenir plus d'informations en français sur nos services, veuillez nous contacter au numéro ci-dessus (*French*)

World Aids Day 1st December

How much do you really know about HIV and AIDS?



www.worldaidsday.org

World Mental Health Day

According to the Office for National Statistics, one in every six adults suffers from some form of mental distress at any one time, with anxiety and depression the most common. Mental Illness can affect people from all backgrounds and all age groups yet there is still a stigma attached that can severely affect people's ability to enjoy family life, access employment, access health services and participate in the local community.

On the 10th October each year, World Mental Health Day draws attention to and raises awareness of mental health and mental illness. The Mental Health Foundation has put together 10 top ways to look after your mental health.

1. Talk about your feelings
2. Keep active
3. Eat well
4. Drink sensibly
5. Keep in touch
6. Ask for help
7. Take a break
8. Do something you are good at
9. Accept who you are
10. Care for others.

For more information visit;
www.mentalhealth.org.uk

So
much
more